

DISCIPLINE: Asset Management

Discipline Roadmap for: Asset Management

Current	2 Years	5 Years	
Baseline Environment No Baseline <u>Known products in use</u> <ul style="list-style-type: none">• Microsoft System Management Server• SAMS (Agency Management System)• Administrative Information Management System (AIMS—old Oracle tool)• Zenworks Asset Management• Altiris Asset Management• Tivoli License Manager• Track-IT• Access Database• Spreadsheets	Tactical Deployment Small Agency (<1K Clients) Database or Spreadsheet Medium Agency (>1K and <7K Clients) Altiris Large Agency (>3K Clients) Remedy Enterprise Solution Remedy Enterprise The IT Infrastructure Library (ITIL) best practice framework is recommended for deployment. ITIL is the industry best practice for IT Service Support that addresses Asset Management.	Strategic Direction Market Watch Market watch of ITIL and best practices for Asset Management.	
		Shared ✓	Agency ✓
Retirement Targets	Mainstream Platforms (must be supported) Database, Spreadsheet, Altiris, Remedy, Microsoft SMS		
Containment Targets Zenworks, Tivoli, Track-it		Emerging Platforms Market Watch	
Implications and Dependencies Any small agency with 1K or less clients would not benefit from an asset management tool (too costly), Gartner suggests using a database or (spreadsheet). Track-IT does not have API's for integration with other systems, as all functionality is self-contained. Implications – to obtain a hardware/software inventory from an agency using Track-IT would require programming.			
Roadmap Notes . Asset Management is a part of overall IT Service Management best illustrated by the IT Infrastructure Library guides, which is the most widely accepted approach to providing a comprehensive and consistent set of best practices.			

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■ **Discipline Boundaries:**

- ☐ This standard applies to Asset Management tools.

■ **Discipline Standards:**

- ☐ All end user support tools should aid the organization in adhering to ITIL best practices for Service Delivery and Support.

■ **Migration Considerations:**

- ☐ Dependent on the product that data is being migrated to/from. If an API does not exist, migration could be costly. A basic knowledge of ITIL best practices will be required.

■ **Exception Considerations:**

- ☐ None

■ **Miscellaneous Notes:**

- ☐ None

■ **Established Date**

- ☐ November 16, 2005

■ **Date Last Reviewed:**

- ☐ October 25, 2006

■ **Next Review Date:**

- ☐ October 2007